







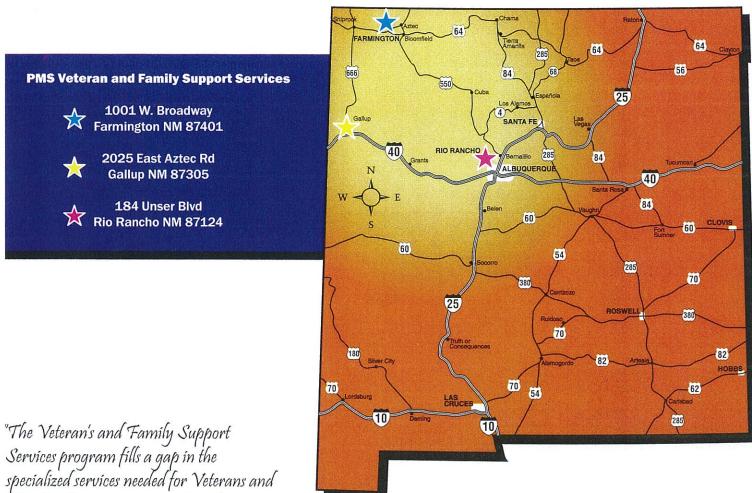






"New Mexico VFSS has been a huge help to both me and my family as I readjust to civilian life. I can't say enough good things about the program and the VFSS staff who I've worked with."

in leave my home and not be afraid to drive or go to my appointments. n independent enough to care for my children without my parents' help 1ks to VFSS."



their families. VFSS gives the right service, to the right people, at the right time."

> "Our programs have been involved in several outreach endeavors that benefit the veteran population and I have found that the PMS/VFSS staff are enthusiastic and professional."

"This collaborative effort is tremendous and far-reaching as the community attempts to assist veterans re-integrating into their respective communities. The work being accomplished by this partnership affects not just the veteran family in the here-and-now but the generations that are sure to follow"

PARTNERS

NEW MEXICO BEHAVIORAL HEALTH COLLABORATIVE. The Collaborative is charged with overseeing and shaping the provision of mental health services to the citizens of New Mexico. In that role, the Collaborative defines and directs the parameters and funding of the Veteran and Family Support Services program.

New Mexico Veterans Affairs Health Care System (NMVAHCS). The NMVAHCS provides medical and behavioral health and other wellness services to eligible veterans. The Raymond G. Murphy VA Medical Center, located in Albuquerque, is a level 1 tertiary referral center that operates a 24-hour emergency room and provides 310 beds including 184 acute hospital beds (as well as a 26-bed Spinal Cord Injury Center), 90 residential rehabilitation treatment beds (including a 26-bed Psychosocial Residential Rehabilitation Treatment Program, 24-bed Substance Abuse Residential Rehabilitation Treatment Program, and a 40-bed Domiciliary), and a 36-bed Nursing Home Care Unit. As a primary supporter of the VFSS program, the NMVAHCS collaborates with VFSS providers and provides support to program events. In conjunction with Presbyterian Medical Services, the NMVAHCS supported the establishment of a point-to-point televideo link between the Medical Center and the VFSS site.

NEW MEXICO DEPARTMENT OF VETERANS' SERVICES. The Department of Veterans' Services is charged with ensuring New Mexico veterans and their families are provided the support they deserve as a result of military service. The department operates a state-wide network of Veteran Services Officers to assist veterans and family members in accessing state and federal benefits. They coordinate services with and make referrals to the Veteran and Family Support Services program.

University of New Mexico. The University's Center for Rural and Community Behavioral Health provides community consultation, workforce development training, services research, and direct service throughout New Mexico, and has expertise in school-based health, family and community medicine, child and adolescent behavioral health, cultural competency, co-occurring disorders, developmental disabilities, serious mental illnesses, Native American behavioral health, refugee behavioral health, and telepsychiatry. The Center leads the VFSS evaluation, ensuring the program provides quality care, and meets the expectations of the Collaborative in achieving program goals.

OPTUMHEALTH NEW MEXICO. OptumHealth New Mexico is the statewide provider of publicly funded behavioral health and substance abuse services. We are committed to helping transform behavioral health in New Mexico by focusing on recovery and resiliency and on increasing capacity in underserved areas.

PRESBYTERIAN MEDICAL SERVICES. Presbyterian Medical Services (PMS) is the successor to the United Presbyterian Church's Medical Mission work in the Southwest which began in 1901. In 1969, a New Mexico based 501C (3) nonprofit corporation was formed to ensure continuation of the mission to provide health care services to the underserved communities throughout the Southwest.

Throughout our history, PMS has worked collaboratively with communities, local providers, hospitals, local, state, and federal government to develop programs and services which meet the needs of the people living in these communities. PMS only expands to communities that invite our involvement.

The diversity of services includes primary medical, dental, behavioral health, children's services, home care, hospice, and senior programs. These programs are delivered by PMS as a result of the organization's ability to respond to the unmet needs of those living throughout New Mexico.

Presbyterian Medical Services provides services to residents with 83 individual program sites in 38 community locations throughout New Mexico. The counties served are Bernalillo, Catron, Chavez, Eddy, Lea, Luna, McKinley, Otero, Quay, Rio Arriba, Sandoval, Santa Fe, San Juan, Socorro, Taos, and Torrance.

Many of the individuals served by PMS live at or below the federal poverty level and commute long distances under adverse conditions to access health care. Many of the communities served by PMS are located in remote, rural areas with geographical barriers which dramatically impact access to services.

PROGRAM DESCRIPTION

THE PMS VETERAN AND FAMILY SUPPORT SERVICES (VFSS) PROGRAM is chartered to provide comprehensive case management and behavioral health assessment, treatment, and referral services for New Mexican veterans and their family members experiencing primary or secondary effects of deployment and combat. Service members deployed to combat areas often return with emotional and physical challenges. The emotional challenges can range from adjustment and reintegration issues to anxiety, panic, and Post Traumatic Stress Disorder (PTSD). Physical injuries can include relatively unobservable traumatic brain injuries (TBI) as well as more obvious wounds, amputations, and paralyses. Their interpersonal relationships often suffer and they face economic pressures due to difficulty maintaining employment, finding themselves homeless, or having significant marital and family issues.

While veterans suffering from demonstrably service-connected injuries can receive excellent services through the Veterans Administration (VA), many have not been sufficiently assessed to establish service connection, have pre-existing conditions that have been exacerbated by military service, live too far from VA facilities, or face conditions that make traveling to VA facilities problematic (lack of transportation, distance, fears of crossing bridges, etc.). Some veterans are not aware of the services to which they are entitled or do not know how to navigate the system to secure services. It is the purpose of this program to assist veterans and family members in identifying the services they need; the assistance available through the VA, other government agencies, veteran service agencies, and civic groups; and in securing the services required. The program also provides direct behavioral health services for veterans and family members that cannot access VA or other providers.

Veteran families are often not eligible for VA services, have difficulties with understanding personality changes in their returning service member and family members, and suffer from the emotional and economic fallout of their service member's injuries. In addition, the challenges posed by reintegration after a year or more of separation can themselves disrupt the families and exacerbate other adjustment issues faced by veterans. The VFSS assists service members' families by providing direct service with or without the service member.

Specialized case management services assess consumer needs, develop referrals for needed services, assist the consumer in accessing those services, and follow the consumer to ensure they receive quality service from the referral provider. Case management services can be provided in the home, and case managers can accompany consumers to their appointments for initial screenings and assessments. The team has consulting psychiatrists and behavioral health therapists to assist clients in further assessing and addressing behavioral or relationship challenges stemming from deployment or combat. An integral part of the program is sensitivity to and referrals for Native and other spiritual traditions for veterans and families that prefer more culturally appropriate interventions.

The program operates a state-wide toll-free phone line and has access to Presbyterian Medical Service's telemedicine network. These services allow the team to provide services to veterans and family members who live at greater distances from the team's operating sites.

PMS MISSION

Presbyterian Medical Services designs and delivers quality, accessible, integrated health, education, and human services in response to identified community needs of the multi-cultural people of the Southwest.

VESS MISSION

To improve transitions of care for soldiers, veterans, and their families experiencing issues associated with trauma and other behavioral health problems, through quality and comprehensive behavioral health and medication management, support services, education, training, and outreach.

PROGRAM PARTNERS

Veteran and Family Support Services www.nmvets.com

New Mexico Behavioral Health Collaborative www.bhd.state.nm.us

New Mexico Veterans Affairs Health Care System www.albuquerque.va.gov

New Mexico Department of Veterans' Services www.dvs.state.nm.us

University of New Mexico
Center for Rural and Community
Behavioral Health
hsc.unm.edu/som/psychiatry/CRCBH/



PRESBYTERIAN MEDICAL SERVICES

Building a Healthier State*

Cheri Nipp Region Director

CENTRAL REGION ADMINISTRATION 184 Unser Blvd. NE

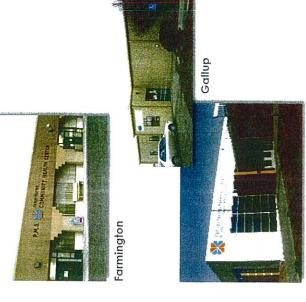
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PRESBYTERIAN MEDICAL SERVICES

Building a Healthier State ®

VETERAN AND FAMILY SUPPORT SERVICES



Rio Rancho

WHAT IS VFSS?

The Veteran and Family Support Services provides comprehensive intake, assessment, treatment and referrals for New Mexico veterans and their families living with the effects of military service, deployment, and coming home. We provide services in support of trauma and related issues veterans and their families face including substance abuse, depression, anger, domestic violence, and social and economic challenges.

ADMISSION

Easy Access, call 1-877-929-9797

Crisis line available around the clock!

1-800-273-8255

We welcome referrals from: hospitals, physicians, nurses, psychologists, therapists, case managers, community agencies, employee assistance programs, and family members. Individuals may walk in to any of the three sites.

SERVICES

- Comprehensive service management
- Trauma assessments
- Behavioral health assessment and treatment
- Psychiatric assessment and medication management
- Information for family members, schools, employers, faith communities, government agencies, and providers on military culture, trauma, and reintegration
- Pre- and post-deployment assistance
- Referrals to qualified trauma and TBI treatment providers
- Referrals to community resources for economic, health, and social issues
- Facilitation of access to treatment and community resources

LOCATION

184 Unser Blvd NE Rio Rancho NM 87124

PRESENTING PROBLEMS

- Post Traumatic Stress Disorder (PTSD)
- Anxiety
- Depression
- Anger
- Domestic Violence
- Substance Abuse
- Self-injury
- Suicidal, Homicidal Thinking
- Access to Health Care
- Housing
- Rent and Utility Bills
- Transportation
- Food
- Clothing
- Educational
- Vocational



Presbyterian Medical Services

Building a Healthier State®

VETERAN AND FAMILY SUPPORT SERVICES 1-877-929-9797